



American Consulate General, Chennai

December 19, 2003

American Consulate General, Chennai, is seeking an individual for the position of Visa Specialist in consular section.

Applicants must apply on Form HR-01 (Application form for Employment) and specify the vacancy announcement number. Applications not completed on Form HR-01, or without reference to a specific vacancy number will not be accepted. Only completed forms will be accepted. (Refer to application procedure below)

ANNOUNCEMENT NUMBER: CHE-PSAP-04-011

OPEN TO: All Interested Candidates

POSITION: Visa Specialist, FSN-1415-11; MLN310001

OPENING DATE: December 19, 2003

CLOSING DATE: January 6, 2004

WORK HOURS: Full-time; 40 hours/week

SALARY: EFM/MOH/NOR: Grade: FP-04*
Ordinarily Resident: Grade: FSN-11*

* Ordinarily Resident: Starting salary & grade will be determined on the basis of qualifications, experience & highest previous salary.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST BE RESIDING IN INDIA AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The American Consulate, Chennai is seeking an individual for the position of Visa Specialist in the Consular Section.

BASIC FUNCTION OF POSITION

- ❖ Incumbent manages operations of a NIV Unit consisting of three teams totaling 20 Locally Employed Staff (LES) responsible for processing 180,000 NIV applications annually.
- ❖ Responsible for mid-to long-term strategic planning and evaluation/improvement of NIV operations. Personally deals with the most complex,

- novel, and problematic NIV cases including those with potentially serious political and/or public relations implications. Post's NIV caseload is both one of the largest and one of the most complex in the world with a high percentage of complex petition-based employment cases. Performs a variety of complex and demanding staff and resource management functions, to meet the ever-increasing number of cases processed each year. Suggests new procedures to improve the effectiveness of the NIV system, demanding a high degree of managerial and creative skills.
- ❖ Serves as the chief advisor for all LES staff members and American Officers on NIV visa regulations, guidelines, and procedures. Based on expert knowledge of applicable laws, regulations, legal precedents, court decisions, special departmental instructions and pertinent Indian State and Central government laws and regulations serves as the principle advisor to the NIV Unit Chief in the proper disposition of the most difficult visa problems as well as the internal management and administration of the NIV Unit. Handles sensitive cases involving host country important contacts. The incumbent is required to exercise maximum tact not only within the section, but also outside the section, and with senior business and government contacts.
 - ❖ Also serves as technical manager for the concession agreement worth \$1.5 million annually with the 47-person offsite contractor that operates post's NIV appointment system, conducts NIV data entry, and provides courier pass-back for passports.
 - ❖ Suggests improvements in Post's NIV processing based on extensive understanding of NIV procedures as well as thorough knowledge of local customs and practices.
 - ❖ Provides training for subordinate staff and ensures proper application of complex and frequently changing NIV regulations.
 - ❖ Responsible for mid to long-term planning for implementing newly mandating NIV and security procedures. Determine impact on NIV processing and implications for building, space, personnel, systems, and security resources. Work with Management Section, Embassy New Delhi, and Bureau of Consular Affairs to secure required resources to successfully implement new requirements.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of university degree is required.
2. Six to eight years of progressively responsible work involving the application of complex regulations, the lesser amount being acceptable if acquired in the performance of visa work experience concentrated in substantive visa work is required.
3. Advanced professional proficiency in English is required: Level IV in speaking, reading, and writing is required.
4. Incumbent must have expert and authoritative knowledge of applicable laws, regulations, and procedures including 9 FAM, State Department ALDACs and Consular SOPs. Strong and demonstrated knowledge of local laws, practices and customs. Awareness of fraud indigenous to local area. Advanced working knowledge of the NIV software and the Consular Consolidated Database. Knowledge of the general principles of filing,

general office procedures; additional background in computer-based data management would be beneficial. Ensures that subordinate staff adhere to established controls over the custody and processing of visa foils. Ensures that subordinate staff understand the concept of the principle of accountability.

5. Ability to plan, organize, and direct the work of others. Must be able to work well with the general public, exercising tact, discretion and good judgment in a high-pressure environment. Ability to work well in very high-pressure environment. Must be able to understand and apply the processes of checks and balances and of proper documentation in processing of visa applications. Must be able to read and comprehend complex rules and regulations, apply them correctly, and explain them to subordinate staff. Must have good judgment in referring cases to higher authority when necessary despite pressure from NIV applicants. The ability to type and to learn complex Consular software is essential.

SELECTION PROCESS

When equally qualified, Eligible Family Members (EFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidates address the required qualifications above, in their applications.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Eligible Family Members who currently hold a PIT/FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of that appointment.

TO APPLY

Interested applicants for this position should submit the following:

1. Application for Employment, Form HR-01, available on website <http://chennai.usconsulate.gov/wwwhumres.html>
2. **OPTIONAL:** Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position listed above.

SUBMIT APPLICATION TO

American Consulate General
Attention: Mr. Charles C. Schenck
Management Office
220 Anna Salai
Chennai 600 006

POINT OF CONTACT

Vijaya Mahesh
Telephone: 2811-2000

DEFINITIONS

1. EFM: US Citizen spouse or US citizen child as referred to in 6 FAM 111.3, paragraph R, (1) who is at least age 18, and who, in either case, is on the travel orders of a US citizen Foreign or Civil service employee or military

- service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad and under Chief of Mission authority.
2. Member of Household (MOH): Foreign born spouses, dependent children, unmarried partners of the same and opposite sex, parents, other relatives or adult children declared to the Chief of Mission who fall outside the Department's current legal and statutory definition of EFM.
 3. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permit for employment in country.
 4. Not-Ordinarily Resident (NOR): Typically NORs are US citizen EFMs and family members of FS, GS, and Military Personnel who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

All applications for the subject announcement must be received in the Management Office by close of business January 6, 2004.

An Equal Opportunity Employer